## <u>Digital Inclusion Project Guide to:</u>

<u>Reporting a repair on MyPKC</u>

1. First step is to log into your MyPKC account to be able to report a repair that is needed. Once you have logged in your account should come up with a page of tabs, which are what people normally need to contact the council for. You should see a tab that says 'Report a council house repair'. Click on **'Report a council house repair'.**
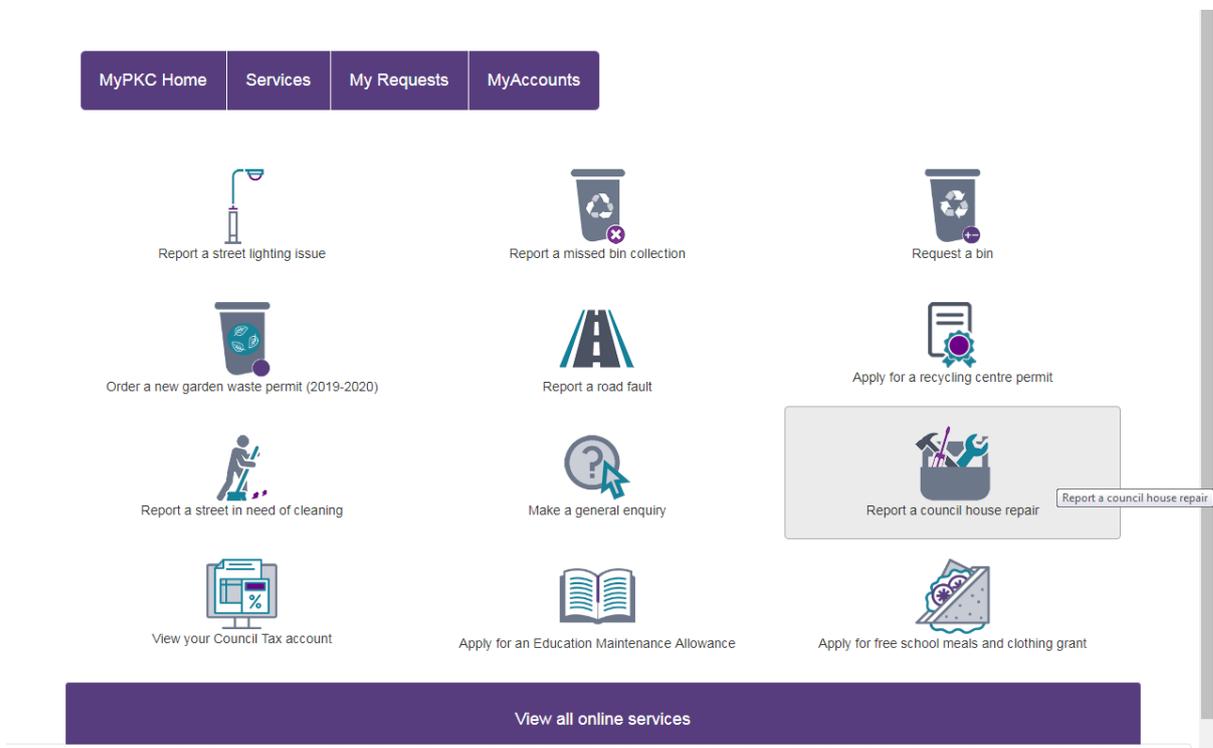
2. Once you have clicked on 'Report a council house repair' a page will appear offering to show you examples of emergency repairs but the page also asks if your repair is an emergency or not. Select what is appropriate, in this guide we will be selecting no.

3. A tab should appear next to 'Before contacting us' that will say 'type of fault'. Click on this tab to select a category of which your repair is.

4. For this guide we will select the category 'smoke detectors', which then another tab will appear saying 'smoke detectors'. Click on this tab to see more information.

5. Depending if the criteria relates to you or not, will depend on your answer. In this guide we will select 'No', after selecting 'no' the page may ask you another question before you can submit your repair. Like so;

6. After you've answered the question, you can report your repair to Perth Kinross Council.